

## DECLARATION AND POWER OF ATTORNEY

I, ARTHUR JERIJIAN , 10225 Wortham Blvd., Apt. # 14102 , Houston, Texas, 77065-3041, declare and say that I am a citizen of the United States of America and I, JUHWAN KIM, 5510 S. Rice Ave., Apt. # 1321, Houston, Texas , 77081, declare and say that I am a citizen of the Republic of Korea: that We have read and do understand the contents of the specification, including the claim or claims , as amended by any amendment specifically referred to in the oath or declaration; that we believe we are the original, first and joint inventors of the invention entitled METHOD FOR REDUCED PROCESSING AND IMPROVED REMOTE MONITORING OF CALL CENTER ACTIVITIES; that we do not know and do not believe that this invention was ever known or used before our invention thereof, or patented or described in any printed publication in any country before by invention and discovery thereof, or more than one year prior to this application, or in public use or on sale in the United States for more than one year prior to this application; that this invention has not been patented in any country foreign to the United States on an application filed by us or our legal representatives or assigns more than twelve months before this application; that no application for patent on this invention has been filed by us or any of our legal representatives or assigns in any country foreign to the United States, except as follows: none ; that we acknowledge a duty to disclose information we are aware of which is material to the examination of the application; and that our names are as fully signed hereto.

The undersigned petitioners declare further that all statements made herein of their own knowledge are true and that all statements made on information and belief are believed to be true; and further, that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of the Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

I hereby appoint MICHAEL L. PARKS, Patent Agent, Reg No. 26,782, whose Post Office Address is 3131 West Alabama, suite 101, Houston, Texas 77098, my attorney with full power of substitution and revocation, to prosecute this application and to transact all business in the Patent Office connected therewith.

WHEREFORE, we hereby subscribe our names to the foregoing specification and claim or claims, Declaration and Power of Attorney on this 28<sup>TH</sup> day of JANUARY, 2004.

INVENTOR:

BY: Arthur Jerijian  
ARTHUR JERIJIAN

INVENTOR:

BY: Juhwan Kim  
JUHWAN KIM

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## SMALL ENTITY STATUS STATEMENT

I, ARTHUR JERIJIAN, being over the age of eighteen ( 18 ) years do hereby depose and say, and ;

I, JUHWAN KIM being over the age of eighteen (18) years do hereby depose and say,

That we are the independent co-inventor of the invention entitled METHOD FOR REDUCED PROCESSING AND IMPROVED REMOTE MONITORING OF CALL CENTER ACTIVITIES; and

That we, Arthur Jerijian and Juhwan Kim as individuals acting on our own or collectively do not employ more than 500 persons, whether full time, part time or temporary, as an average over the fiscal year of the persons employed during each of the pay periods of the fiscal year or during the previous fiscal year of the concern; and

That we individually or as individual persons have not assigned, granted, conveyed, or licensed, and am under no obligation under contract or law to assign, grant, convey, or license, any rights in the invention to any person who could not be classified as an independent inventor, if that person had made the invention, or to any concern which would not qualify as a small business concern or a non-profit organization; and

That we either individually or as individual persons are not affiliated with another company either directly or indirectly, nor are we under the control or power of another company or third party or parties, nor do they have the power to control me or either of us; and

We further declare that all statements made herein of my our knowledge are true and that all statements made on information and belief are believed to be true; and further, that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

Arthur Jerijian  
ARTHUR JERIJIAN

DATE: 1/28/2004

Juhwan Kim  
JUHWAN KIM

DATE: 1/28/2004